

Porter Brook Medical Centre

Providing a Service to the Local Community and
Students from Hallam University

9 Sunderland Street

Sheffield

S11 8HN

Telephone: 0114 263 6100. This number also connects to the out-of-hours service when the surgery is closed.

Repeat Prescriptions: 0114 372 3000 (Mon to Fri —9am to 3pm)

Fax: 0114 263 6102

Website: www.porterbrookmedicalcentre.co.uk

Reception Opening Times

Monday, Tuesday, Wednesday & Friday

8:20am to 18:00pm

Thursday

8:20am to 16:20pm

Appointments with a clinician

Monday, Tuesday, Wednesday & Friday

8:30am to 12:15pm & 13:30pm to 18:00pm

Thursday

8:30am to 12:15pm & 14:00pm to 16:20pm

EXTENDED OPENING HOURS FOR PREBOOKED APPOINTMENTS ONLY

**Alternate Tuesdays and Wednesdays—Early appointments start at 7:00am
or our late appointments start at 18:00pm to 20:00pm**

Saturday Mornings—8:30am to 11:40am

**Dr Nikki Bates • Dr Adrian Mackie • Dr Sara Russell • Dr Jon Keel
Dr Julie Endacott • Dr Gurjit Barn • Dr Matthew Lambert • Dr Kirsty Goddard
Dr Rachel Shelston (Salaried GP) • Dr Patrick Conwill (Salaried GP)
Dr Lindsey Thomas (Salaried GP)**

How to find us ...

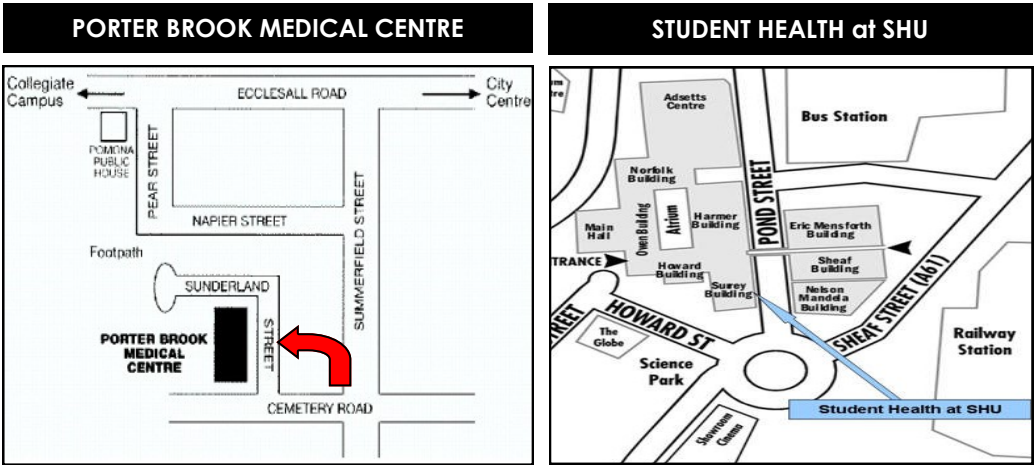
PORTER BROOK MEDICAL CENTRE

The area we serve

Porter Brook Medical Centre provides general medical services for the geographical area contained within the triangle of the City Centre, Whitham Road/Fulwood Road and Queens Road. Abbeydale Road

Public Transport

Buses 6, 81, 82, 83, 84, 85 and 88 stop on Ecclesall Road. The number 4 bus stops on Cemetery Road (every hour). Bus 22 stops on Washington Road (every 10 minutes).



STUDENT HEALTH at SHU (Sheffield Hallam University)

See page 18 for more details.

The area we serve

Student Health at SHU accepts students from Hallam University living within a three-mile radius of the city centre.

Public Transport

The Medical Centre is close to Pond Street Bus Station, Arundel Gate and the Sheffield Rail Station.



Disabled Access is available at both sites

Welcome

Our mission is to provide a high quality, accessible service to patients in a welcoming environment where patients and staff feel respected and valued. We will regularly review and improve our services to make sure that they are relevant to patients' needs. We will try to deliver these services efficiently and effectively. We will not discriminate against anyone for any reason.

How to register

You can register with the practice if you live in the catchment area. (See previous section for details). You will need to come into reception in person and bring identification with you. If you have a NHS medical card (letter from the Health Authority containing your NHS Number and details of your registered Doctor) bring this as well. The receptionist will give you a form and health questionnaire to complete. If you are a student, please inform the receptionist who will make sure you complete the correct forms. If you wish to have a health check, please ask at reception.

You and your doctor

Patients are registered with the practice, not an individual GP. For administrative reasons your medical card will be issued in the name of one of the doctors; however, you can at any time express a preference for a particular doctor, for either all of your medical needs or on a case by case basis. We will do our best to respect this choice. However, not all the doctors in the practice provide all services and specific doctors may not be immediately available.

What happens next?

The information you give will be sent via computer to the Sheffield Health Authority who will then request your medical records to be transferred to us from your previous doctor.

If you have not had a doctor in the UK before, a new medical record will be made for you with a unique National Health Service (NHS) number. An NHS card will be sent to your Sheffield address showing the doctor you have been registered with and your NHS number. Keep this safe. This card can be used to register with another doctor when you leave our catchment area.

Change of address or telephone number

Once you have registered, it is vital that you inform us of any change of address or telephone number by phoning the surgery or filling in a change of address form. Forms can be obtained from the reception desk.

Patient Care Text Messaging Service

The practice uses a SMS text messaging service to remind you of any appointments that you have booked at the surgery. In the future, this may extend to sending other health information such as to let you know that your test results are back or information about special clinics.

We will ask for consent for this service.

Porter Brook Medical Centre

Offers a service to the local community and students from Hallam University.

Student Health at SHU

Only offers a service to students from Hallam University. Please note that there is information in this practice leaflet about both medical centres. Some of the services mentioned are available at both sites, and some services are only available at one site.

PB	-	this service is available at Porter Brook
SHU	-	this service is available at Student Health at SHU (students only)
PB SHU	-	this service is available at both sites.

Comments and complaints

We will take all suggestions, comments and complaints seriously. You should send comments or complaints to the Practice Manager, Mrs Susie Uprichard either by post or by completing the online comments form on our website. We will acknowledge written complaints within three working days of receiving them and aim to have fully investigated within 25 working days from the acknowledgement date. If it is easier for you, you can call in and make a complaint in person. The clinical and administrative teams will review all complaints and take appropriate action. We see this as an opportunity to put right any problems and improve the service we offer to patients.

For more information please go to our website www.porterbrookmedicalcentre.co.uk and click on the comments or complaints section from within the How Do I tab across the top of the homepage.

Please note there is also a comments and suggestions book available on the reception desk at Porter Brook.

Named Accountable GP for all Patients

A new Government scheme now requires every patient to be allocated a Named GP who is responsible for patients' overall care at the practice. The allocation of a Named GP for ALL Patients has now been completed. If you would like to find out which GP you have been allocated, please enquire the next time you are in the surgery.

As a patient, you will still be able to book an appointment with any GP at the surgery. You also have the right to request a change to your allocated GP if you have a preferred choice GP. The practice will make reasonable efforts to accommodate this request.

Staff at the Practice

Doctors/Partners

	Graduation year & University
Dr Nikki Bates BMedSci BM BS DRCOG DOccMed	1985 Nottingham
Dr Adrian Mackie BM MRCP	1984 Southampton
Dr Sara Russell MB BS DRCOG MRCP	1985 London
Dr Jon Keel MB ChB LMCC DOccMed	1989 Sheffield
Dr Julie Endacott MB ChB DRCOG MRCPCH MRCP	1996 Bristol
Dr Gujit Barn MB BCh DRCOG	1987 The University of Wales
Dr Matthew Lambert MB ChB MRCP	1999 Sheffield
Dr Kirsty Goddard MB ChB MRCP MRCP DTM&H DFSRH	1999 Sheffield

Salaried GP

Dr Rachel Shelston MB ChB	2000 Sheffield
Dr Lindsey Thomas MB ChB	2000 Sheffield
Dr Patrick Conwill MB ChB, MRCP	2015 Sheffield
Dr Caroline Diacon MRCP	2019 Sheffield

The partnership is not a limited partnership.

Nursing Team

Anne Baird	Nurse Team Leader	RGN, MA, Nurse Prescriber
Shirley Theasby	Practice Nurse	RGN, MSc, Nurse Prescriber
Sally Nowacki	Practice Nurse	RGN, Nurse Prescriber
Rachel Mattock	Practice Nurse	RN Dip
Amanda Russell	Practice Nurse	RN
Amie Kay	Practice Nurse	RN
Marlene Scott	Practice Nurse	RN Adult
Paul McGrath	Practice Nurse	RN
Susan Gratton	Healthcare Assistant	Healthcare & Phlebotomy Training
Sheryse Ward	Healthcare Assistant	
Salina Hill	Healthcare Assistant	
Paul Shelton	Phlebotomist	

Administrative Staff

Rachel Pickering	Business Manager	
Pippa Fitzsimmons	Practice Manager	
Adam Havenhand	IT & Data Quality Manager	
Michelle Varney	Branch Site Manager	(SHU)

Reception and clerical staff at both sites complete the administrative team

Practice Pharmacist

Belinda Pickett		(PB&SHU)
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Attached Staff

District Nurse Team	Maureen Rodgers - Head of Team (Job Share)	(PB)
	Donna Harrison - Head of Team (Job Share)	
Midwifery Team	Pippa Ward	(PB)
	Di Mitchell	(PB)
Occupational Health Advisor	James Farmer	(PB)
Improving Access to Psychological Therapies Team	Andrew Chester	(PB)
	Daniel Duffy	(PB)
	Rachel Clarke	(PB)
	Vivien Spencer-Grey	(PB)
	Sarah Glover	(PB)
	Connor Watkins	(PB)
	Sam Montague	(SHU)
	Louise Hedley	(SHU)
Vanya Chaprazova	(SHU)	
Counsellor	Samia West	(PB)
Health Visiting Team	Ann Knight	(PB)
	Debbie Hathaway	
	Julie Mitchell	
	Liz Cass	
	Julie Smith	
Health Trainer	Samia Masood	(PB)

Appointments & Prescriptions Services

Doctors and nurses see patients by appointment throughout the day. You can make an appointment by phoning or calling in at reception. We aim to give you an appointment with a doctor or nurse of your choice within a week. Please note that we operate the following appointment lengths:

Doctors = 10 minutes Nurses = 15 minutes

It is important that you arrive on time for your appointments. If you have more than one problem to discuss, or feel you require extra time with a clinician please request a double slot when booking your appointment.

Duty Doctor PB

If your problem is urgent and no appointments are available, you will be offered a telephone consultation with the duty doctor. If the doctor feels that you need to be seen, they will arrange a time for you to come in to the practice.

Telephone Advice PB

Many issues do not need a face to face consultation and can be dealt with over the telephone. You can request a telephone consultation with the duty doctor. This service is offered every day.

Home Visits PB

We will carry out home visits only to those patients that are too unwell to travel to the surgery. Please phone before 10:00am whenever possible, giving the patient's name, address and phone number and a brief description of the problem. This will help the doctor decide which visits are most urgent. The doctor may phone before they visit you.

Investigation Results

The nurse or doctor taking the sample will tell you how long it is likely to be before the result is available. X-ray reports usually take about 10 working days. Smear results may take 2 to 4 weeks and will come to you by post.

Usually you will be asked to telephone for your results on **0114 263 6100 Option 4**. In some instances you will be advised to make an appointment to discuss your results with the doctor or nurse.

Please note: The practice has a strict policy regarding confidentiality and data protection.

Online Appointment Booking & Cancelling

To book and cancel your appointments on the internet, please speak to a member of staff who can then register you for the service. The service will also allow you to update your contact information

You will need photo identification to register for this service such as passport, driving licence or student ID card.

Repeat prescriptions

You can order repeat prescriptions over the phone, at the reception desk, by post, by Email or via our Online Services.

To order a repeat prescription over the phone, please the Sheffield Prescription Order Line on **0114 372 3000**. The Prescription Order Line is open Monday to Friday, 9am to 3pm.

Trained NHS Healthcare staff will take your phone call and make sure you receive the medications that are suitable for you as well as the correct quantity of medication.

When ordering a prescription at the reception desk at either site, wherever possible, please fill in a prescription order form (available at the desk) or you can write to us enclosing a stamped addressed envelope, giving details of which items you need. Please allow **48 hours** before collecting the prescriptions you have ordered at the reception desk and up to five days for prescriptions to arrive by post.

To order your prescriptions on the internet, please speak to the reception team or a clinician who can then register you for the service.

Other NHS & Non-NHS Services

Sheffield NHS Walk-In Centre is based at the City GP Health Centre on Broad Lane and is open 8am - 10pm daily. You can attend this centre for treatment of minor illnesses, emergency contraception, sexual health and contraception advice and advice on health issues.

NHS 111 - provides health advice 24 hours a days on **111** or at **www.nhs.uk/111**

We will only release test results to the person to whom they relate unless that person has given prior consent for the release of the results or they are not capable of understanding the result

Emergency Out-Of-Hours Service

When the surgery is closed, please phone the surgery daytime number: Your call will automatically go through to the Sheffield GP Collaborative or you will receive a voicemail message directing you towards the NHS 111 service.

Sheffield Minor Injuries Unit at the Royal Hallamshire Hospital, Glossop Road, treats adults with injuries such as sprains, cuts and grazes.

Help with Prescription Cost

Ask at reception for leaflet HC11, this provides full details of help with all NHS costs. This can also be read and /or downloaded from www.dh.gov.uk/publications

If you have to pay for your prescriptions and have a number of regular medications, it may be cheaper to have either a 3 month or 12 month pre payment certificate. For more information and to purchase a certificate telephone **0845 850 0030**

Nursing Services

Practice Nurses PB SHU

Our nurses have all done extra training and are able to offer a wide range of services to patients, including the following:

ACUTE ILLNESS: treatment of acute illnesses such as earache, sore throats, coughs, sticky eyes, hay fever, cystitis and urine infections, stomach pains, diarrhoea and vomiting, back pain, skin rashes, etc.

TREATMENT OF MINOR INJURIES such as cuts, insect bites and sprains.

MANAGEMENT OF LONG TERM CONDITIONS such as asthma, diabetes, high blood pressure and heart disease.

SEXUAL HEALTH ADVICE such as contraception (including emergency contraception), sexual health screening and smear tests.

TRAVEL HEALTH ADVICE and vaccinations

District Nurses PB

The district nurse team provides nursing care in the home. The district nurse will make a full assessment of your nursing and personal needs at home, and will involve you and your family in planning your care.

To help you stay at home, our district nurse can put you in touch with other agencies such as Home Care. You can contact the district nurses by phoning **0114 305 1950**. The doctors and district nurses meet on a weekly basis.

Midwives PB

Midwives monitor the health of mother and baby during pregnancy. They also visit you at home for up to 28 days after the baby is born. Appointments with the midwives can be made through the Porter Brook Reception.

If you need to contact a midwife please telephone the surgery on **0114 263 6100** or the midwifery team between 8:30am and 4:30pm 7 days a week on **07990 521 488**.

Healthcare Assistant PB

The healthcare assistant is available to take blood samples, carry out ear syringing, offer smoking cessation advice, perform health checks and help the doctors and nurses.

Health Visiting Team PB

The Health Visitor is experienced in childcare and health promotion. Her main area of work is to offer support, help and advice to families with children under the age of 5. Health visitors aim to see prospective parents prior to the birth of their baby and post delivery, taking over from the midwife officially at 28 days.

The Health Visiting Team usually see babies and young children at 8 - 12 months and 2 years for their routine developmental review. They are available to see children under the age of 5 at Baby Clinic. They are also available to visit families more frequently when necessary and give advice over the phone.

You can contact the Central Health Visiting Team on **0114 255 9394** or refer to the number in your child's red book (Personal Child Record).

Breast feeding support is available on **0114 232 2203**.

Other Services

Antenatal Clinic PB

Appointments can be made to see a midwife on Tuesdays between 9am & 11:30am and Wednesdays between 1:20pm and 3:30pm.

Asthma Care PB SHU

Patients with asthma can be seen by appointment at any time during the nurses' surgery hours. We aim to review every patient with asthma each year.

Baby Clinic/Well Child PB

Appointments can be made every Tuesday between 1:45pm and 3pm to see a member of the Health Visiting team, a nurse or a Doctor. There is also a drop in session with a member of the Health Visiting Team between 3pm & 3:30pm.

Cervical Smear

It is recommended that women between the ages of 25 and 49 have a cervical smear every 3 years and between the ages of 50 and 64 every 5 years. Sheffield Health Authority will send you a reminder when your smear is due. You can make an appointment for this with one of the nurses at any time. Smear results may take 2 to 4 weeks and will come to you by post.

Contraception PB SHU

If you need contraception, we are happy to discuss the options available and help you choose the best method for you. We provide a full range of contraceptive services from pills, injections, implants and coils. All our nurses are trained to provide contraceptive services.

To find out more about different methods of contraception go to www.fpa.org.uk

Emergency Contraception

The emergency contraceptive pill is available if you have unprotected sex or your chosen method of contraception fails. You can take it up to 72 hours after having unprotected sex but it is most effective if you take it in the first 24 hours after having sex. Please ask the receptionist for an emergency appointment. We will always see you if we know it is for emergency contraception. Alternatively, you can ask to speak to a doctor or nurse by telephone as in many cases we can prescribe this without needing a face to face consultation.

At the weekends the emergency contraceptive pill is available from the NHS Walk-in Centre, located at the City GP Health Centre on Broad Lane - open from 8am to 10pm, 365 days a year. No appointment is needed. You can also phone the surgery telephone number which will put you through to the Sheffield GP Collaborative and a doctor will phone you back.

If more than 72 hours but less than 5 days have elapsed since the episode of unprotected sex then an emergency coil can be fitted. This service is only available at the Family Planning Clinic, Tel: **0114 305 4000**

Condom Distribution Scheme

We offer all patients a pack of 20 condoms every month free of charge. To register for the scheme and receive your first pack, please complete a form at reception. No appointment is necessary unless you want to see the nurse for advice.

Counselling PB SHU

The counselling service that we provide at Porter Brook can only be accessed after discussion with a doctor or nurse. We offer help - from online computer programmes that you can do at home to group sessions and lessons. You can also get help from a member of the Improving Access to Psychological Therapies (IAPT) Team - qualified specialists including Psychological Wellbeing Practitioners, Counsellors and Cognitive Behavioural Therapists who can help you work through a range of problems.

For students of Sheffield Hallam University a counselling service is provided by the University. Students can make their own appointments at the counselling reception or by phoning **0114 225 2136**. For more information see the SHU site at www.shu.ac.uk/services/sas/counselling/

Diabetes Care PB SHU

Patients with diabetes are invited for regular reviews. If you are a SHU Student with diabetes, we would like to see you annually, even if your diabetes is managed in your home town.

Drug Problems PB

We can offer help to people whose lives are affected by street drugs such as cannabis and heroin. We work closely with rehabilitation services in the city.

Eating Disorders PB SHU

If you have any problems with an eating disorder, please ask a doctor or nurse to refer you to our Eating Disorder Clinic.

Health Promotion PB SHU

The promotion of a healthy lifestyle has an increasing role in the care we provide for our patients. We provide advice and support for people who want to give up smoking. We also offer advice about alcohol, diet and exercise should you require it.

Health Trainer Service PB

The Health Trainer Service can offer one-to-one support around changing or leading a healthy lifestyle. The Health Trainer specialises in Type 2 diabetes and chronic pain but can also address other health issues such as weight management, stress and anxiety.

Interpreters PB SHU

If English is not your first language, an interpreting service is available. Ask the receptionist to book an interpreter, telling them which language you speak.

Meningitis and Meningococcal Disease

Meningitis is inflammation of the tissues that cover the brain and spinal cord. It can be caused by bacteria or viruses. Bacterial meningitis is the most serious form and is most usually caused by the meningococcal bug. This bug can also cause blood poisoning (septicaemia). Although these illnesses are rare, they are serious and need urgent treatment. Please visit www.meningitis-trust.org

Symptoms

Symptoms of meningitis include: headache, fever, vomiting, stiff neck and dislike of bright lights.

Symptoms of meningococcal septicaemia include: fever, cold hands and feet, muscle and joint pains, drowsiness and a rash.

Symptoms can appear in any order and not everyone gets all these symptoms. Meningococcal septicaemia can occur with or without meningitis. Someone with meningitis or septicaemia will usually become ill very rapidly.

IMPORTANT

Many students coming to University will have been vaccinated against Meningitis C. For those who have not, vaccination is free and is available at either of our surgeries. If you have been vaccinated against Meningitis C, please remember that there are other types of meningitis. CONTACT YOUR DOCTOR IF YOU ARE CONCERNED ABOUT SOMEONE WHO IS ILL, particularly if their condition is deteriorating. ASK YOUR FRIENDS TO KEEP AN EYE ON YOU IF YOU ARE STAYING IN BED WITH FLU LIKE SYMPTOMS AND CONTACT A DOCTOR IF YOU ARE WORRIED.

Minor Surgery PB

Minor Surgery is available by appointment for removing moles, sebaceous cysts, warts, etc after an assessment with a doctor or a nurse.

Occupational Health PB

An occupational health worker visits the practice twice a month. You can make an appointment to see her. She can discuss any aspect of your work that you think may be affecting your health.

Physiotherapy PB SHU

Physiotherapy advice and/or appointments are provided by Sheffield PCT.

Sexual Health PB SHU

Our nurses and doctors are able to offer advice, confidential testing and treatment for sexually transmitted diseases.

Chlamydia Screening - We offer free do-it-yourself chlamydia test kits to all patients under 25. These kits are available at reception. No appointment is necessary unless you want to see the nurse for advice.

Patient not Seen in the Last 3 Years

If you are aged 16-75 and have not been seen at a surgery for over 3 years, you can request a consultation.

The Over 75s

Many of you will probably be seeing your GP from time to time with medical problems and so will know your doctor well. All patients over 75 now have a Named GP with overall responsibility for their care which may include an annual check by a doctor or nurse - this is entirely voluntary.

Travel Advice PB SHU

The practice offers an advice and vaccination service for travellers. It is important when you are planning to travel abroad that you make an appointment with the nurse 6 to 8 weeks before you travel wherever possible. If you are travelling to 2 or more countries, please ask for a double appointment with the nurse at the time of booking. Porter Brook Medical Centre can give vaccination against yellow fever. Payment for travel vaccinations is by cash or cheque only.

Other Information

Hospital Referrals

If you need to be referred to hospital you will be involved, where possible, in the decision of which hospital you will go to and which specialist you will see. You will be offered a choice from a selection of local hospitals. You may be able to book your appointment by telephoning a dedicated helpline giving you the chance to choose an appointment time that is convenient to you.

Please note: If you change address between being referred and going to hospital, please let the hospital know to make sure they send your appointment to the correct address.

Student Doctors, Student Nurses and GP Specialty Trainees

We are involved in training student doctors, student nurses and GP specialty trainees. Student doctors sit in on consultations and go on visits with our doctors. GP specialty trainees are qualified doctors who have already completed their hospital training and are receiving more training to become GPs.

We will always ask you whether you are willing to have a student doctor or student nurse present. We will understand if you want to see your doctor alone. He or she may sometimes want to video consultations for teaching purposes only. In this case, you would be warned in advance and asked for your written permission. You do not have to agree to having your consultation recorded.

Research

If doctors or nurses are carrying out research, we may ask you to take part in the research programme. In these cases, we would always explain the reasons for the research and who would have access to the information. We will ask for your written permission but you do not have to take part.

Confidentiality

It is important that the NHS keeps accurate and up to date records about your health and treatment so that those treating you can provide the best possible care.

We respect your right to privacy and keep all your health information confidential and secure in line with Data Protection and Access to Medical Records legislation. Identifiable information about you will only be shared with others:

- To provide further medical treatment for you (e.g. hospital services)
- To help you get other services/benefits - this would require your express permission
- When we have a duty to others (e.g. in child protection cases)

Medical Records

We have a fully computerised medical record system which means information about your healthcare is held on a secure server. You have the right to know what information we hold about you. Please make an appointment at reception if you wish to see or obtain a copy of your medical record. Please note, in some cases, a fee may be payable.

Summary Care Records

The NHS in England is introducing summary care records (SCR) to improve the safety and quality of patient care. The SCR is an electronic record which will give health care staff faster, easier access to essential information to help provide you with safe treatment when you need care in an emergency or when the practice is closed. A SCR will be created for you automatically. If you don't want a SCR, let us know by filling in and returning an opt out form. For more information:

- Phone the SCR information line on **0300 123 3020**
- Visit **www.nhscarerecords.nhs.uk**

Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. The scheme is available from reception.

Care.Data

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care.

It is important that we, the NHS, can use this information to plan and improve services for all patients. We would like to link information from all the different places where you receive care, such as your GP, hospital and community service, to help us provide a full picture. This will allow us to compare the care you received in one area against the care you received in another, so we can see what has worked best.

Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services, to make sure we provide the best care possible for everyone.

You have a choice. If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns or wish to prevent this from happening, please speak to practice staff or download the opt out form from our practice website, complete it and return it to the practice

<http://www.porterbrookmedicalcentre.co.uk/info.aspx?p=6>

Integrated Digital Record

NHS Sheffield is currently in the process of moving towards an **Integrated Health and Social Care Medical Record**. Under a new law (Health & Social Care - Safety & Quality 2015 Act) we as practices now have a '**Duty to share**' patient information. Patients still have the **right to opt out** of record sharing. If you wish to opt out of the local sharing program, please contact your practice and they can make the necessary changes to your medical record.

For more information please go to :

<http://www.sheffieldccg.nhs.uk/about-us/looking-after-your-information.htm>

Finally...

The doctors and nurses aim to provide the service that people need. This may mean that they are delayed because someone has needed more time. The reception staff are often working under pressure so we would appreciate your co-operation and patience. If you are not satisfied with any aspect of the service, or have any comments about it, please let us know.

Responsibilities of Patients

An appointment is for one patient only. Please make every effort to be punctual. If you are unable to attend, please let us know so that we can offer your appointment to someone else. If you repeatedly fail to attend appointments without cancelling in advance, you may be at risk of being removed from the practice list.

Zero Tolerance Policy

The Practice has a zero tolerance policy on aggressive behaviour, both verbal and physical. Any patient behaving in an aggressive manner will be removed from our list immediately and the Police and Primary Care Trust will be notified.

Health Information

Health information leaflets can be found at:

- www.nhs.uk
- www.patient.co.uk
- www.fitfortravel.scot.nhs.uk

Also see the health links page on our website www.porterbrookmedicalcentre.co.uk

Sheffield Clinical Commissioning Group

This practice is a member of the Sheffield Clinical Commissioning Group, 722 Prince of Wales Road, Darnall, Sheffield, S9 4EU Tel: **0114 305 1000**

The practice has a contract to provide services to the local population. This contract is held by NHS England.

Patient Participation Group

The practice has an established patient participation group, working to improve communication between the surgery and its patients. If you would like to get involved, or obtain more information, please ask at reception or follow the link on our website.

Student Health
at
**Sheffield
Hallam
University**

**Room 5103 Surrey Building
Pond Street
Sheffield
S1 1WB**

This Service is for Students only

**Telephone: 0114 225 2134. This number also connects to the
out-of-hours service when the surgery is closed.**

Fax Number: 0114 276 9596

Website: www.studenthealthatshu.co.uk

**Reception Opening Times Monday to Friday 9:00am to 16:30pm
(Wednesday—Close at
(Thursday—Close 12:30pm to 13:30pm)**

**Term Time — Mon to Fri am/pm. Bookable and same day appointments are
available.**

**Opening Hours — Mon—Fri 8:30am to 5:30pm
Thursday—8:30am to 12:15pm and 1:30pm to 4:30pm**

See advertising for out of term opening hours

**Dr Nikki Bates • Dr Adrian Mackie • Dr Sara Russell • Dr Jon Keel
Dr Julie Endacott • Dr Gurjit Barn • Dr Matthew Lambert • Dr Kirsty Goddard
Dr Rachel Shelston (Salaried GP) • Dr Patrick Conwill (Salaried GP)
Dr Lindsey Thomas (Salaried GP)**

Useful Telephone Numbers

NHS 111

The Minor Injuries Unit at the Royal Hallamshire Hospital

Royal Hallamshire Hospital

Northern General Hospital

Jessop Wing

Children's Hospital

Weston Park Hospital

St Luke's Hospice and Palliative Care Nurses

Charles Clifford Dental Hospital

Child Access Line

Samaritans

Samaritans National Call Number

Relate National Office

ChildLine

NSPCC Child Protection Helpline

GU Medicine at the Royal Hallamshire Hospital

Patient Services Team

Cruse Helpline (Bereavement Care)

Smoking Helpline

National Aids Helpline

Sheffield Contraception & Sexual Health Service

Sheffield Health Authority

Sheffield Hallam University Main Switchboard

Sheffield Mind Limited

British Pregnancy Advisory Service

Sheffield Rape Crisis

Share Psychotherapy Agency

Turning Point - Adult Treatment Services

The Corner

Citizens Advice Bureau

111

0114 271 2071

0114 271 1900

0114 243 4343

0114 271 1900

0114 271 7000

0114 226 5000

0114 236 9911

0114 271 7800

0114 273 4855

0114 276 7277

0845 790 9090

0300 100 1234

0800 1111

0808 800 5000

0114 276 6928

0114 271 2400

0844 477 9400

0800 022 4332

0800 012 322

0114 271 6816

0114 305 1800

0114 225 5555

0114 258 4489

0845 730 4030

0114 244 7936

0114 273 0200

0114 275 5973

0114 275 2051

0114 258 3322

There is a 'Help Yourself' directory of voluntary services, advice services and associations in the Sheffield. Please go to <http://www.sheffielddirectory.org.uk> to find out more information.